



# HR POLICY STATEMENT

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Acculearn Training Limited

T/A

Cranbrook College

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ACCULEARN

**Reviewed:** May 2019

# HR POLICY STATEMENT

The purpose of this handbook is to provide an overall understanding of our fundamental Human Resource policies. It is important that you are aware of our policies as they include many issues regarding your employment with Acculearn Training.

Our HR policies are not able to foresee every single situation relating to employment and are not an employment contract. They are neither meant to create any contractual commitment of any sort. The employee and the company are not obligated to maintain the employment relationship if either party willingly chooses to end the relationship at any point.

With a view to preserve the required flexibility in the administration of policies and procedures, the company reserves the right to alter, review or eliminate any of the policies and/or benefits mentioned in the statement at any time.

## COMPANY OVERVIEW

Acculearn Training was established on the 26th of January 2010 and is located at 1st Floor Wellesley house, 102 Cranbrook Road, Ilford, IG1 4NH.

Acculearn Training is a leading skills and employability training provider, with the focus of helping individuals and businesses to achieve their full potential.

With our experienced team who has extensive business, industry and educational experience, we are here to help our learners to “achieve excellence in training” by being highly responsive and flexible to employers’ needs for qualified and competent staff; by supporting some of the most disadvantaged people into sustainable employment and, for our funders, by helping create jobs which last in the communities where we work.

With our ‘can do’ culture at Acculearn Training empowers our staff to provide the personalised and flexible approach which adds value and makes the difference.

## PROBATIONARY PERIOD

The probationary period is in place to allow new employees to demonstrate their skills and abilities at the new job to perform satisfactorily and decide whether the new position is in accordance with their expectations. At the same time, the company will also use this time to assess the employee's competence, work practices and general performance. At any time during or at the end of your probationary period your employment may be ended either by you or the Company giving 1 week's notice, except in the case of gross misconduct when your Employment may be terminated summarily.

All newly hired employees are required to work on probation for 90 days starting from their first day with the company. A significant period of absence will extend the probationary period accordingly. The company may also extend the probationary period in case the 90 days are not be sufficient to assess the new employee's performance.

### **USE OF VOLUNTEER**

Acculearn Training welcomes the use of volunteer under strict regime. Before taking on a volunteer, a volunteer agreement will need to be agreed and signed. Volunteer need to agree to be DBS checked prior to start volunteering. We will also need two referees from each volunteer who may be contacted before we can take them on. All volunteer agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

### **PERFORMANCE EVALUATIONS AND APPRAISAL**

Performance evaluations are carried out right after the probationary period has come to an end. Its purpose is to explain the job responsibilities, standards and performance expectations within the company.

Further formal reviews, known as Appraisal relates to all staff in posts. The system operates on the same basic principles for all categories of staff, whether they are in academic, support or central service functions, with slight differences in procedures and paperwork to accommodate the different roles.

#### **(a) Aims of Appraisals**

The benefits of appraisal should be apparent on three levels. At the level of the individual staff member, the aim of the process is to improve job performance and satisfaction with a possible view to career advancement within the Centre or elsewhere. At the level of the department, the aim is to enable departmental managers to use and develop the skills of their staff as effectively as possible. At the organisational level, the aim is to enable all staff to make their full contribution to the achievement of the Centre's strategic goals.

#### **(b) Objectives of Appraisals**

The appraisal process is designed to give the individual staff member and their line manager the opportunity to reflect jointly on his/her performance in their current post over the past year, to identify any staff development needs which would

enhance performance and/or job satisfaction, and to identify organisational features which adversely affect that performance.

### **(c) Relation to Management**

It follows from (b) that there is a difference between day to day line management which identifies tasks to be conducted and reviews success in achieving these tasks on a regular basis, and appraisal where objectives focus on how the individual staff member performs over the longer term. It is essential for the success of the appraisal process that this distinction is understood by both the appraiser and the appraisee so that the appraisal discussion is used for the purposes intended, and is not used to surface problems which should have been dealt with as and when they occurred.

It is our policy that, in general, the immediate line manager should be the appraiser, but that person may be substituted if there are exceptional reasons. In general no appraiser should appraise more than 3 staff.

### **(d) Timing of Appraisal**

Appraisal should take place once a year, with the opportunity for interim appraisals on a yearly basis.

Given the range and variety of departmental work within the Centre, it is difficult to specify an appraisal timetable which all managers should follow. There may be considerable variations in workload between departments at different times of the year, and hence managers are given discretion as to the timing of their appraisal cycle. However it is important that a general timetable is adhered to as much as possible so that appraisal works through the organisation in a logical sequence, the outcomes are fed into the planning process for the next academic year, and the appraisals are not relegated to a last-minute slot in the face of more pressing priorities.

### **(e) Outcomes from Appraisal**

The primary outcome from appraisal should be a clear understanding of the strengths and weaknesses of the employee's performance in relation to current and expected needs of the department. There will also be a clear action plan which sets out the specific objectives and training and development opportunities which need to be pursued by the employee, and the role of the appraiser in helping to ensure that they are actually undertaken.

### **Benefits**

Once the employees have successfully passed the probationary period they are entitled to the following benefits:

- Holidays
- Sick Leave

### **Holidays**

Employees are allowed to have following paid holidays: Normal English public, bank and statutory holidays unless on any such holiday you are required to carry out duties of your Employment, in which case you will be given another day's holiday in lieu of the public, bank or statutory holiday worked. Upcoming Bank Holidays for 2015-2016 are displayed on staff notice board.

Employees are also entitled to holiday accumulated pro rata per completed month's service, inclusive of your entitlement under the Working Time Regulations 1998 (the Regulations). The holiday year runs from 1 April - 31 March. The taking of holiday entitlement is subject to the specific agreement of the Company. If you work on a part time basis, your holiday will be pro-rated to take account of the number of hours/days in which you work.

### **Sick Leave**

Sick Leave can be paid or unpaid and will be approved at the discretion of the company, only for genuine reasons and for a sensible lapse of time.

In the event of an employee has not attended work for three or more consecutive days because of injury or illness, a Sick Note from the employee's doctor will be requested to verify the situation and to get a possible length of recovery.

### **TERMINATION**

The possibility of a termination of employment is always predictable within any company and the reasons behind it are numerous. Since employment with the company is set up with mutual agreement, either the employee or the company can willingly terminate employment at any time provided the correct notice has been provided. Employees will receive their final salary payment accordingly.

The list of unacceptable behaviour within the company is not exhaustive but below are examples of breaches that may lead to disciplinary measures being taken that may include termination of employment:

- Misconduct and behaviour not in keeping with the interests and standing of the company that may bring its reputation into disrepute.



- Not devoting their full attention to the duties of the position in which they have been employed, and not acting with responsibility and judgement whilst at work.
- The consumption of alcohol or taking of drugs in any amount, or being under the influence of alcohol whilst at work. This requirement extends to business lunches or lunches taken in or outside the business.
- Not carrying out any lawful order given by the Organisation, or its representatives, pertaining to the employees duties.
- Engaging in any business whatsoever other than the business of the Organisation unless with the express consent of the Organisation in writing, although this shall not prevent employees from holding shares in any Company which has offered its shares to the public for subscription.
- Neither in person, or on any other person's account, solicit, interfere with nor entice away from the Organisation any customer or employee.
- Divulge to any unauthorised person, or make personal use of confidential information connected with the Organisation, its officials or its employees.
- Dress inappropriately without taking into account the cultural sensitivities of the client group to whom we deliver services.
- Insensible use of personal mobile phones during work hours.
- Accepting gifts or inducements. Non monetary gifts of low value can be shared across the organisation.
- Not observing the company's rules, regulations and instructions, however they are conveyed or intimated.
- Fighting, physical assault or dangerous horseplay.
- Gross insubordination
- The use of aggressive behaviour or excessive bad language.
- Theft or misappropriation of property.
- Wilful damage or negligence involving damage to property.
- Performing, arranging or carrying out any work or activity which could be considered to be in competition with, or which adversely affects in any way, our interests.
- Fraud or any other illegal offence.
- Breach of safety rules and/or any action which seriously endangers the health or safety of an employee or any other person whilst at work.
- Deliberately making a false entry in our written records.
- Knowingly giving false information or deliberately omitting relevant information on the job application form or curriculum vitae.
- Smoking in designated non-smoking areas.
- Inaccurate or fraudulent recording of financial transactions.
- Unauthorized access to or disclosure of any confidential information from whatever source including any personal data under Data Protection legislation
- Falsification of working hours.

Employees are obliged during the course of your employment to inform your Line Manager in writing of any criminal proceedings, formal police cautions, warnings and/or any convictions which directly involve you at any time for the following:

- Dishonesty
- Terrorism, bomb hoaxes or blackmail
- Public Order, Assault or the possession and supply of weapons
- Indecency
- Possession or supply of any proscribed substance
- Drink Driving Offence
- Driving Offence where driving or use of any type of vehicle forms part (or all) of your work related responsibilities
- Driving whilst disqualified
- Criminal damage or threats to cause damage

This list is not exhaustive. If you are in any doubt as to whether a particular matter relating to the above should be brought to the Organisation's attention, please raise and discuss the matter with your Line Manager.

Failure to comply with this requirement may result in summary dismissal, or at the very least formal disciplinary action.

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## GRIEVANCE PROCEDURE

### Aims

The procedure is available to all employees of Acculearn Training providing a forum for the resolution of all complaints or concerns raised by an employee, providing an established route for employees to follow when raising a grievance.

The grievance procedure is entirely separate from the disciplinary procedure and the two should not be combined. Where the employee is unhappy about disciplinary action taken against the employee, the disciplinary appeals procedure should be used. This procedure incorporates the statutory requirements outlined in the Employment Act 2002 (Dispute Resolution) Regulations 2004 and its associated provisions.

### Implementation

Where an employee feels that they have been unfairly treated or incorrectly treated at work, or are unable to agree a solution to a problem or want to raise any other grievance, the procedure set out below will be followed. The procedure is designed to ensure that the settlement of a grievance is reached with the minimum amount of formality and as quickly as possible, taking into consideration the individual circumstances.

### Procedure

#### Stage 1

Where an employee has a grievance he/she should report the matter in writing to the person in charge. Where this is not practical the matter should be reported to the next level of management.

The person whom the grievance is reported to, will as soon as practicable, arrange a meeting to discuss the matter in more detail with the employee.

Where the grievance concerns the performance of a legal duty by Acculearn Training in relation to the employee, the employee will benefit from the same rights of accompaniment and postponement as those detailed in the Disciplinary Procedure.

#### Stage 2

Where the grievance is not satisfactorily settled following the first meeting, the matter will be reported to a Senior Line Manager.

The Senior Line Manager will arrange a meeting with the employee and the person to whom the grievance was initially reported, as soon as possible. A note taker will take notes of the meeting and observe the proceedings on behalf of the Company.



Where the grievance concerns the performance of a legal duty by Acculearn Training in relation to the employee, the employee will benefit from the same rights of accompaniment and postponement as those detailed in the Disciplinary Procedure. At the hearing any companion will have the right to address the Hearing, but not answer questions put to the individual.

The Senior Line Manager has total discretion to see the employee and person to whom the grievance was initially reported either together or separately.

### Stage 3

Where the grievance is still not satisfactorily resolved following the second meeting the employee can make a written submission to appeal against the decision which has been reached. This must be to the CEO, Mr Paul Barrington-King. As soon as possible a meeting will be scheduled with the employee and available witness.

## **USE OF COMPANY COMPUTERS**

Acculearn Training is registered under the Data Protection Act 1998, and our registration number is A1015813. Any data collected about learners will be used for educational administration, guidance, research and health and safety purposes. Data will be shared with other organisations directly or indirectly associated with and in accordance with our data protection notification.

Employees must not access, process or disclose any personal data other than is necessary, within the terms of the company's notification, to carry out the role for which they are employed; and Understand that any change in 'purposes, description, sources, disclosures, overseas transfers' of the personal data under their control may require an amendment to what has been notified.

You must take the appropriate steps to guard against unauthorised access to, alteration, accidental loss, disclosure or destruction of data.

Under no circumstances should you divulge your password to anyone else nor should you gain access or attempt to gain access to information stored electronically which is beyond the scope of your authorised access level.

Misuse of the e-mail/Internet can expose the company to significant risk. Therefore, you must only use e-mail and access the internet on authorised and recognised business. Care must be taken when attaching documents to ensure there is no infringement of copyright and you must not disclose confidential information.

You must not send or download defamatory, offensive or pornographic e-mail.



Copies of e-mail should be retained where appropriate (as e-mail is a form of documentation which could be 'discoverable' in legal proceedings).

You are reminded that e-mail is not 'private' and the company reserves the right to access e-mail and audit the use of the system.

Due to potential virus infection and consequent damage to the business information system, the loading of any software into any computer system without the prior approval of management is not allowed. Consideration for approval will only be given after virus scanning.

Virus protection software is maintained and periodically updated.

Under no circumstances must you load games or free issue software onto Organization equipment.

If a specific application programme is necessary for your work, then it will be purchased by the company for your use.

You must not make 'pirate' copies of company owned software for use by other persons either inside or outside the company. This not only breaches the company rules but it is an illegal practice.

Failure to comply with any procedure will give rise to disciplinary action being taken against you, and this could include dismissal.



## FLOWCHART OF RECRUITMENT PROCESS

